

PT UTILITY BILLING CLERK - JOB DESCRIPTION

GRADE PT-2

GENERAL SUMMARY: This position, closely working with Accounting Clerk and the Financial Services Director, performs any combination of clerical and data entry duties in the areas of utility billing, delinquent account collection, and other reports and tasks. These duties are concerned with compiling, recording, communicating, computing, and organizing data. These duties require knowledge of accounting and billing. The position may call for front desk duties and public communication. Under the direction of the Financial Services Director.

PRINCIPAL DUTIES AND ESSENTIAL JOB FUNCTIONS:

Utility Billing:

- Computes and collects payments from customers for utility services. Receives cash or check from customer or through mail. Totals items on bill, using calculator. Issues receipt and any change due customer. Explains charges on bill to customer and initiates action to adjust complaints.
- Operates computer to enter data, such as payments, address changes, adjustments. Compiles, sorts, and verifies accuracy of data to be entered. Enters data from source documents. Compares data entered with source documents to detect errors. Deletes incorrectly entered data and re-enters correct data.
- Prints, folds, and stuffs utility bills.
- Sorts and bundles utility bills for mailing into groupings as specified by postal service. Takes bills to Post Office.
- Collect bills from drop boxes around Sterling.
- Assists in front counter operations. Converses or corresponds with customers and examines records, such as bills, on-line history and printouts, to obtain facts regarding complaint. Notifies customer of findings and adjustments.
- Covers front counter duties when needed for Utility Billing and Code Enforcement.

Delinquent Accounts Collections

- Notifies or locates customers with delinquent accounts and attempts to secure payment. Mails form letters to customers to encourage payment of delinquent accounts and notices of shut offs. Confers with customers by telephone. Receives payments and posts amount to customer accounts.

Other Reports and Tasks

- Works closely with Accounting Clerk and Financial Services Director to learn all duties of position.
- Compiles data and operates computer in performance of routine clerical duties to maintain records and to produce various reports.

- Open and sort daily bills.

SCHEDULING: This is an hourly, part-time non-IMRF position. The normal working schedule will be Monday through Friday. Limited to 19 hours a week.

ENVIRONMENTAL FACTORS: The position involves exposure to and requires the employee to function in the presence of:

- Weather conditions: Various types, little exposure except of occasional trips out of the office as needed to the bank or purchase office supplies as needed.
- Lighting conditions: Fluorescent lighting and work at terminal.

EQUIPMENT: The position requires the ability to operate the following equipment.

- Copy machine
- Postage machine
- Computer
- Calculator
- Financial software

WORKER CHARACTERISTICS: This position requires moving 20 lbs., with occasional items weighing up to 40 lbs., and frequently carrying objects such as computer printouts boxes of paper, and office supplies. A certain amount of walking and standing is often necessary in carrying out job duties. Stooping and kneeling are required to access information contained in file cabinets. Reaching, handling, fingering, feeling and seeing are required to process paperwork and enter data into computer. Talking and hearing are required for customer and vendor contact.

Physical condition needed to:

- Lift and carry equipment when necessary
- Walk, stand or sit for long periods of time
- Communicate effectively
- Operate required equipment
- Perform required job tasks and functions.
- Provide assistance to citizens and co-workers in distress

Effective audio-visual discrimination and perception needed to:

- Make observations
- Read and write

Ability needed to:

- Understand and respond accurately to written and oral directions, instructions,

- inquiries and requests
- Work independently and effectively within the confines of standard operating procedures
- Initiate appropriate inter-personal and intra-and inter-agency communications
- Act quickly, calmly and decisively in emergencies and under stress
- Handle situations firmly, courteously, tactfully and impartially
- Express oneself clearly and concisely, orally and in writing
- Record information clearly and completely
- Maintain confidentiality in the performance of duties

Emotional and psychological stability needed to:

- Accept constructive criticism in a mature fashion.
- Effectively communicate and interact positively with fellow employees and citizens
- Tolerate and function effectively under stress.

ACCEPTABLE EXPERIENCE AND TRAINING: High school diploma (or equivalent GED). Previous computer (Excel spreadsheets) experience is required. Knowledge of bookkeeping and accounting principles is necessary. Experience with accounting and billing is highly desirable. Must possess a valid Illinois driver's license.